

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

November 10, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

|      |               |   |                 |
|------|---------------|---|-----------------|
| I    | 9:00 - 9:05   | Introductions & Review of Minutes                 | QIC Members     |
| II   | 9:05 – 9:35   | SA QIC Reports & Countywide Children's QIC Report | QIC Members     |
| III  | 9:35 – 9:45   | SA QIC Project Update & MHSIP Report              | N. Kasarabada   |
| IV   | 9:45 – 9:55   | MHSIP Survey Training                             | V. Joshi        |
| V    | 9:55 – 10:00  | Change of Provider Reporting                      | N. Kasarabada   |
| VI   | 10:00 – 10:05 | Test Calls 2014                                   | N. Kasarabada   |
| VII  | 10:05 – 10:15 | Clinical Quality Improvement<br>➤ OMD Report      | C. Eisen/K. Lee |
| VIII | 10:15 – 10:20 | Cultural Competency Updates                       | N. Kasarabada   |
| IX   | 10:20 – 10:25 | PRO   | M. Hernandez    |
| X    | 10:25 – 10:30 | Policy Update – Office of Compliance              | R. Faveau       |
|      |               | Announcements:                                    |                 |

Next Meeting.  
December 8, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave. 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

|                               |  |             |  |                    |
|-------------------------------|--|-------------|--|--------------------|
| Type of Meeting               | Departmental<br>Quality Improvement Council  | Date:       | November 10, 2014  |                    |
| Place                         | 550 S. Vermont Ave., 2 <sup>nd</sup> Floor Conf. Rm.   | Start Time: | 9:00 a.m.  |                    |
| Chair                         | Naga Kasarabada, Ph.D.   | End Time:   | 10:30 a.m.   |                    |
| Co-Chair                      | Carol Eisen, M.D./Karen Lee, M.D.  |             |  |                    |
| Members Present               | Alyssa Bray; Anahid Assatourian; Ann Lee; Aprill Baker; Barbara Paradise; Bertrand Levesque; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Dr. Roderick Shaner; Elizabeth Owens; Gartia Bansah; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Hera Patail; Jessica Wilkins; John Lessley; Karen Lee; Kimber Salvaggio; Kumar Menon; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Melissa Carmona; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Natalia Krasnodemsky; Pamela Inaba; Rima Sefur; Sherry Trujillo; Treva Blackwell; Vandana Joshi; Zoe Trachtenberg; |             |  |                    |
| Excused/Absent Members        | Alan Lert; Carol Eisen; Elisabeth Gildemontes; Emilia Ramos; Leticia Ximenez; Marylouise Barrosniska; Sandra Chang-Ptasinski;  |             |  |                    |
| Agenda Item & Presenter       | Discussion and Findings  |             | Decisions, Recommendations, Actions, & Scheduled Tasks   | Person Responsible |
| Call to Order & Introductions | The meeting was called to order at 9:00 a.m.   |             | Dr. Kasarabada introduced the State DHCS staff - QI Chief John Lessley, & his team Gartia Bansah and Natalia Krasnodemsky. QIC members introduced themselves and Dr. Shaner, Medical Director attended this meeting. | N. Kasarabada      |
| Review of Minutes             | The September minutes were reviewed.   |             | Minutes were reviewed and approved as noted.   | QIC Membership     |

| Agenda Item & Presenter  | Discussion & Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible |
|--|---|--|--------------------|
| <b>SA QIC's Reports &amp; Countywide Children's QIC Report</b> | <p><b>SA 1:</b> Dr. Joshi provided survey training. Ms. Berzon-Leitelt provided an update on the recommendations and changes to the format of the bi-monthly QIC meeting and goal to initiate activities that increase data driven SA QI projects. Two events were provided for the community. Healthy Mind &amp; Body event and Dental event. We also included the access to Mental Health resources in the community. There has been an increase in the reporting of change of provider request. Ms. Berzon-Leitelt is working on a spreadsheet including the information from the test calls for better data collection in future.</p> | Next meeting: November 18, 2014.                       | D. Berzon-Leitelt  |
|  | <p><b>SA 2 Children:</b> Dr. Borkheim presented on Cultural Competency Committee (CCC) update. Members went over the change of provider request log. Safety Intelligence (SI) was discussed and mentioned is still under revision. Dr. Joshi presented on provider directory. There was a brief discussion on Laura's Law.</p>  | Next meeting: February 19, 2015                        | R. Rittel          |
|  | <p><b>SA 2:</b> Dr. Joshi provided survey training.</p>   | Next meeting: January 15, 2015.                        | K. Salvaggio       |
|  | <p><b>SA 3:</b> Dr. Joshi presented on provider directory. Rosemary from Children services presented on QI/QA process. Presentation was very informative to providers on how they are functioning with their QI/QA process. Dr. Joshi provided survey training. Change of provider report was sent by Mr. Wilson from PRO.</p>  | Next meeting: November 19, 2014.                       | B. Levesque        |

| Agenda Item & Presenter  | Discussion & Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks                                | Person Responsible |
|--|---|---|--------------------|
| <b>SA QIC's Reports &amp; Countywide Children's QIC Report Continued</b> | <p><b>SA 4:</b> Dark in October. Dr. Joshi presented on provider directory. Survey training was performed last Friday. QIC members are encouraged to submit the surveys. Providers share their QI/QA processes at the QIC meeting.</p>  | <p>Next meeting: November 18, 2014.</p>   | <p>A. Bray</p>     |
|  | <p><b>SA 5:</b> Dark in October. Dr. Borkheim presented on CCC updates. Contract providers were invited to attend the meeting. He talked about the LBGTQ workgroup, overall emphasis on documentation related to cultural/linguistic considerations. Dr. Joshi provided survey training on October 30. Krista Scholton presented on the Service Request Tracking System (SRTS). Providers had some questions regarding the SRTS. The change of provider request log was also discussed. QI issues were addressed.</p>   | <p>Next meeting: November 25, 2014. Dr. Joshi will present on Provider Directory.</p> | <p>M. Johnson</p>  |
|  | <p><b>SA 6:</b> On October 23, the change of provider report was discussed at the QIC meeting. The upcoming survey period was also discussed. Dr. Joshi provided survey training on November 5<sup>th</sup>. Ms. Johnson provided CCC and Lesbian, Gay, Bisexual, Transsexual and Questioning UREP group updates. Ideas for next year QI project was discussed, such as an LBGTQ resource book, prevalence of the LBGTQ community in SA 6 and if there is a need for additional services for this community. Providers presented on their QI activities and what trainings providers offer.</p> | <p>Next meeting: November 20, 2014.</p>   | <p>A. Baker</p>    |

| Agenda Item & Presenter                                       | Discussion & Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks   | Person Responsible         |
|---|---|--|----------------------------|
| SA QIC's Reports & Countywide Children's QIC Report Continued | <p><b>SA 7:</b> Dr. Joshi provided an update on the provider directory. Provider of the month presented on their specific program. Dr. Kasarabada discussed the Change of Provider Policy and Procedure and highlighted the importance of compliance to this mandate. QI liaison is responsible to submit the contact for the change of provider log for each provider to PRO.</p>  | <p>Next meeting: November 12, 2014.</p>  | <p>L. Ayala</p>            |
|   | <p><b>SA 8:</b> Dr. Joshi provided survey training. Dr. Borkheim presented on the upcoming events on cultural competency, he encouraged all providers to attend the meeting. QI Questionnaire was reviewed; some members shared their QI issues they are addressing in their agencies. Some agencies were encouraged to use the QI Questionnaire to study and significantly reduce psychiatry appointment no-shows. They did start providing reminder calls to reduce no-shows. Also they encouraged each of the primary therapists to attend the initial psychiatric appointment with their client, and noted positive results. Child Net shared that they conduct an annual consumer satisfaction survey by phone. They have an estimated caseload of 1000 clients. They target about 300 consumers. Another provider is working on the tracking system to improve timeliness from request for services to the assessment appointment and from completion of the assessment to the first therapy session.</p> | <p>Next meeting: November 19, 2014. Dr. Borkheim will provide a data workgroup presentation at the next meeting.</p> <p>The goals for this provider are 3 business days from the request for services to the assessment date and 7 business days from the assessment to the first therapy session. They are utilizing the SRTS for their data.</p> | <p>M. Munde<br/>A. Lee</p> |

| Agenda Item & Presenter  | Discussion & Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks   | Person Responsible |
|--|---|--|--------------------|
| <b>SA QIC's Reports &amp; Countywide Children's QIC Report Continued</b> | <b>Countywide Children's:</b> Ms. Mahoney stated that her role is to work with SA QIC Liaisons and to assure that the providers under her District Chief leads don't have any problems with the provider log. Ms. Mahoney stated that providers are sending the change of provider log to PRO. She is also working on a spreadsheet for the contacts for the change of provider logs. She receives change of provider logs via secure email from her providers.   | Next meeting: November 20, 2014. Helena Ditko will present on Parameters on Family Engagement. Also Counseling for Kids will be providing information on their QI process.   | D. Mahoney         |
| <b>MHSIP Survey Training</b>   | The report is finalized and has been uploaded to the PSB-QI Website. A question was raised regarding translations for the surveys in Korean, Armenian and Farsi. Dr. Kasarabada responded that translations can't be performed by counties and the state approved translations only can be used. The survey training has been provided in all SA QIC's except SA 7. This is a random selection of provider not consumers. All consumers that come in to the outpatient clinic during the survey period should be given a survey. At the same time if any agency wants to participate and they are not selected in the random sample, they can still participate as there is no restriction. Dr. Joshi reminded all SA QIC Liaisons that surveys should be done ONLY in Black or Blue pen. | Dr. Kasarabada has contacted DHCS regarding translation requests for other threshold languages and will keep QIC posted. If you need to download surveys they are on the PSBQI website. The August 2013 data by Legal Entity and provider will be sent to Service Area liaisons. Surveys will be conducted twice a year in May and November. | N. Kasarabada      |

| <b>Agenda Item &amp; Presenter</b>             | <b>Discussion &amp; Findings</b>  | <b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>  | <b>Person Responsible</b> |
|--|---|--|---------------------------|
| <b>Change of Provider Reporting</b>            | Dr. Kasarabada stated that there is great progress in the report for the last six months. Mr. Wilson from PRO will notify all Liaisons to remind providers to send their logs before the report is finalized.   | Ms. Granston is almost done creating the share point site change of provider contact form. There will be a demo on this when it's completed.   | N. Kasarabada             |
| <b>Test Calls 2014</b>                         | Dr. Kasarabada reported on the preliminary analysis of the test calls for the current year. Dr. Kasarabada met with ACCESS staff to review and verify calls that are logged. The most significant finding from the preliminary analysis showed that the satisfaction with interpreter services increased from 71% last year to 86% this year.   | Dr. Kasarabada stated that ACCESS Center & QID discussed a potential change in methodology for next year to distribute the calls evenly across months. Some SAs expressed that this will be helpful in selecting volunteers over a longer period of time than a short window of two weeks. Others expressed completing the calls in a two month window. Dr. Kasarabada stated that there will be further discussion before the final change is made. | N. Kasarabada             |
| <b>Clinical Quality Improvement OMD Report</b> | <p>Dr. Shaner provided an update on the Checklist recently developed by OMD to address the TARs related to prescription of antipsychotics to clients under 18.</p> <ol style="list-style-type: none"> <li>1. A checklist was recently developed by OMD to address the TARs for prescribing antipsychotics for consumers under 18 years. Dr. Lee will forward this to QIC members and Ms. O'Donnell will ensure this is posted on the DMH internet site.</li> <li>2. A response to the access to medications issue for disabled seniors automatically enrolled in Cal Medi-Connect was raised by Ms. Wilkins. Dr. Shaner recommended that Dr. Russell Kim, Pharmacy Chief should be contacted to address any such issues.</li> </ol> |  | Dr. Shaner<br>K. Lee      |

| <b>Agenda Item &amp; Presenter</b>                       | <b>Discussion &amp; Findings</b>   | <b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>  | <b>Person Responsible</b>   |
|--|--|--|-----------------------------|
| <b>Clinical Quality Improvement OMD Report Continued</b> | <p>Plan formularies: Some clients may erroneously be told by pharmacies or Health Plans that they must pay out-of-pocket for certain psychotropic medications that are not included in their Medi-Cal Health Plan formulary. However, those medications are paid directly by State DHCS, as they are carved out of the plan formulary. Providers may contact the DMH Pharmacy Chief if they encounter a problem with these carved out medications. The medications are essentially all antipsychotics, benztropine, and lithium.</p> <p>Laboratory examination: The Medi-Cal Health Plan contract for laboratory services to perform and report laboratory studies are ordered by the carved-out Mental Health Plan. DMH directly operated clinics use Primex for laboratory services, and all plans have contracted with Primex. DMH contracted programs should make separate arrangements with the Health Plans to ensure that their clients have access to laboratory services, as contracted programs currently do not necessarily use Primex.</p> |  | Dr. Shaner<br>N. Kasarabada |
| <b>Cultural Competency Updates (CCC)</b>                 | <p>Dr. Kasarabada stated that in the absence of Dr. Chang Ptasinski and Dr. Ximenez she will provide the CCC update on their behalf. The CCC is represented at the Systems Leadership Committee (SLT) by Dr. Ximenez, as the CCC Co-Chair. Dr. Ximenez is involved in the preparation of the Innovation Two proposals related to the "Intergenerational" focus. Other proposals are being developed by the age group leads &amp; will be presented at SLT.</p>   | <p>For any questions related to Cultural Competency, please contact Dr. Chang Ptasinski at (213) 251-6815.</p> | N. Kasarabada               |



| <b>Agenda Item &amp; Presenter</b>          | <b>Discussion &amp; Findings</b>  | <b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b> | <b>Person Responsible</b> |
|---|---|---|---------------------------|
| <b>Patients' Rights Office (PRO)</b>        | Mr. Hernandez advised everyone that PRO updated the Local Mental Health Plan poster and he will be handing them out at the December QIC next month to SA QIC chairs for distribution to out-patient clinics. The poster will include alternative format advisement in all 12 languages as well the culture specific services information. |   | M. Hernandez              |
| <b>Policy Update – Office of Compliance</b> | Ms. Pham from Compliance Office provided an update on policies and reviewed the handout.  |   | C. Pham                   |
| <b>Other</b>                                | Ms. Inaba & Ms. Ditko updated QIC on the Asian Pacific Islander Hope and Recovery Conference & shared that this was well attended and was a great success.  |   |                           |
| <b>Announcements:</b>                       | None  |   |                           |
| <b>Handouts:</b>                            | ➤ Policy Updates November 10, 2014  |   |                           |
| <b>Next Meeting:</b>                        | January 12, 2014  |   |                           |

Respectfully Submitted,

Naga Kasarabada, Ph.D.